## Qualitative Performance Measures

Weight	Factor	Performance Measure	Incentive Schedule
20%	2008 HMO Contracts	By January 15, 2008, obtain full execution of 2008 HMO contracts.	From Schedule
20%	Ethics Training	By April 1, 2008, provide the Board and all CalPERS staff with training, through a variety of media (including new employee orientation, computer-based training and live workshops) regarding CalPERS' Ethical Culture. Maintain records to ensure 100% compliance with mandatory training requirements. Achieve ratings of "good" or better on 90% of evaluations.	From Schedule
20%	CalPERS Enterprise- wide Projects	Enterprise Transition Management: By June 30, 2008, develop and begin implementation of a Transition Management Plan that identifies enterprise and Division-specific risks and issues and a strategy for transitioning the organization to the new business environment.	From Schedule
		Customer Service: By June 30, 2008, meet with the audit liaison for each division (9 Liaisons) and review the Audit Liaison Guide to promote openness, communication, and accountability.	
		Client (aka Internal Customer) Service: By June 30, 2008, conduct survey of Legal Office and Legal Office clients to assess effectiveness, quality and timeliness of Legal Office services and achieve at least 5% improvement over 2007 baseline in favorable response rate by clients.	
		Defined Benefit / Defined Contribution (DB/DC) Issues: Provide the Board and CEO with reports and analysis on emerging legal developments, including litigation, related to public pension plans and make recommendations in response.	
		Information Security: Provide ongoing legal advice and policy direction as a member of the Information Security Task Force.	

Qualitative Performance Measures (cont.)

Weight	Factor	Performance Measure	Incentive Schedule
15%	Pension System Resumption (PSR) Project	<ul> <li>Continue as Executive advisor for this project to ensure that the following objectives are completed. Specific objectives of the project for fiscal year 2007-08 include:</li> <li>By October 30, 2007, obtain approval of the initial "To Be" Process Model and General System Requirement Specifications.</li> <li>By December 31, 2007, complete and implement Phase 1 of the Technical Architecture.</li> <li>By March 31, 2008, complete General System Design Phase and commence application development.</li> <li>By June 30, 2008, complete and implement Phase 2 of the Technical Architecture.</li> </ul>	From Schedule
15%	Enterprise Compliance Risk Assessment and Management Plan	<ul> <li>By March 31, 2008, implement risk management plan and measurement tool that provides continued monitoring and assessment of enterprise risk.</li> <li>By June 30, 2008, provide a mid-year risk assessment report to the Finance Committee.</li> </ul>	From Schedule
10%	Special Projects	Perform special projects identified by the Board and CEO during the year, including providing strategic advice for managing the risk of emerging and complex issues. Level of performance will be judged by the Board.	From Schedule
100%	Total	Qualitative Measures	